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Aug 30th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

PLEASE don't be fooled, or intimidated, by ATT. We need the fiber optic internet and phone connection as provided by suppliers like Sonic.

And ATT has the WORST customer service in the world! Just before I cancelled ATT to switch to Sonic I was down for 29 days, in December -- January of this year. I made nine (9) appointments with ATT; they kept only THREE of them. The first two didn't do anything to fix the clearly broken wire hanging in the tree. The third used a different wire which was already there.

The loose, hanging wire wasn't fixed till my neighbor complained to ATT and they finally came out to remove it. By that time I was a happy Sonic subscriber. They made an appointment to install, three (3) days later, showed up on time, installed it in 30 minutes, and left. And I pay less for the vastly improved services.

When I moved here I wanted ATT fiber optics, but it wasn't available. So I use their phone, internet, and cable (DTV) service.

Fiber optics is the only way to go, for the increased speed and the lower weight. You should be encouraging suppliers like Sonic all over the country.

PLEASE don't put these smaller companies at a disadvantage to the clumsy behemoth which provides such lousy service to it's customers.

Thank you for your attention. Please continue to protect us from the ravages of companies like ATT in the future. Competition is the only thing that drives improved products and services.

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